

**15. In what way did you feel that you were not treated courteously? (In response to Question 14. "In your opinion, were you treated courteously during the resolution process?")**

1. Did not receive timely responses and kept getting informed "we're working on it".
2. In almost all instances I have been treated courteously. However, issues are often times blamed on agency staff when there are legitimate issues with either the business process or the system. Regarding a specific instance when I was not treated courteously, a new employee was told the incorrect effective date for enrollment into the state insurance program. However, when trying to resolve this issue, Benefits staff said the information provided to the employee was incorrect but that it was the employee's responsibility to know the rules. I believe it is Benefits responsibility to know the rules, especially when agency staff and employees call them concerning questions about the rules.
3. Employees and administrative staff are treated as a number.
4. treated okay, but was not contacted for 2-3 weeks about the trouble ticket
5. There were several times that the benefits and payroll staff did not respond at all unless I repeatedly contacted them. On one occasion in particular, the director of payroll was rude and unhelpful when I contacted her per my Commissioner's instruction to try to get an employee's supplemental paid.
6. Until recently, the benefits payroll center had a wait of 30 minutes minimum. When you were connected with someone, the majority of the time they either couldn't or wouldn't help resolve the issue. One person even said that if we had a problem with the call center that we could just call the Governor.
7. I was told basically these are the only options and in a that's the way it is attitude.
8. Trying to get a response for a certain question was like pulling teeth. Especially in Benefits Admin. I would have to send more than one email to find out an answer. You never knew who you were emailing to because they did not identify themselves. As insurance preparers, we need a contact person that we can go to instead of having to repeat the same question everytime we make an inquiry since we do not know who the emails are routed to. Also, sometimes the answers we receive do not answer the question to where it makes any sense. To be fair, there were others in Ben. Admin. who were very helpful and I want to thank them for going the extra mile.
9. The main issue was with benefits administration and when a call was made to them after holding for 45-50 minutes to an hour, the representative didn't know the answer and sometimes were not helpful to get an answer.
10. One answer will be not our section, call Edison. Edison will say call DOHR. DOHR will say call Payroll and you just go in circles w/o getting anything resolved. Wasted working hours w/o an end result.